

**AGING & DISABILITY RESOURCE CENTER OF THE NORTHWOODS  
BOARD OF DIRECTORS**

**Friday, January 24, 2014 – 1:00 P.M.**

**100 West Keenan Street, Rhinelander, Wisconsin**

**Members Present:** Bix, Cushing, Gresser, Hammer, Korten Hof, Krug, Platner, Price, Queen, Teichmiller

**Members Absent:** Millan (excused), Ritchie (excused)

**Call Meeting to Order:** Chair Teichmiller called the meeting to order at 1:02 P.M. Also present for at least part of the meeting were: Pam Parkkila, Regional Manager, Aging & Disability Resource Center of the Northwoods (ADRC-NW); Mary Rideout, Financial Services Director, Oneida County Social Services Department; Amber Danielski, CPA, CMA, Schenck & Associates; Sherry Schuelke, Regional Quality Specialist, State of Wisconsin.

**Approve the Agenda:** Queen moved to approve the agenda with twenty-one items; Korten Hof seconded. All Ayes. Motion Carried.

**Approve the Minutes of the December 19, 2013 Board of Directors Meeting:** Queen moved to approve the minutes of the December 19, 2013 Board of Directors meeting; Price seconded. All Ayes. Motion Carried.

**Consent Agenda – November 2013 Financial Statements & November 2013 Time Report:** Cushing moved to approve the consent agenda as presented; Gresser seconded. All Ayes. Motion Carried. (Please see the January 24, 2013 Aging & Disability Resource Center – Finance Committee minutes for details.)

**2012 Financial Audit – Amber Danielski, Schenck, SC: 2012 audit:** The 2012 audit of the ADRC-NW Operations went very well with a clean opinion and no issues. There were no specific areas where improvement was needed. Danielski stated that the ADRC-NW received an “A+” for its 2012 fiscal audit.

**Carryover Funding Requests:** Parkkila stated that she has submitted the following requests for carryover funds: \$18,500 for the purchase of new furniture for one conference room and the hallways; \$1,200 for the purchase of resource library materials for the staff; \$20,000 for a possible relocation of the ADRC-NW in Taylor County; and \$12,000 for Staff/Board training. Carryover funds for hearing loop technology in the ADRC-NW office were also requested, but Parkkila is still getting cost information on this. Even with these requests, the ADRC-NW will have approximately \$150,000 in excess revenue for the 2013 fiscal year. No Action Taken.

**Group Health Insurance Underwriting Update:** Each employee of the ADRC-NW filled out a questionnaire in order for underwriting to take place. However, no information regarding the underwriting has been received to date.

**Resolution for Inclusion Under Group Life Insurance – Additional Units and Spouse & Dependent Coverage:** The employees receive a life insurance benefit equal to 100% of their annual salary, and this benefit is paid for by the ADRC-NW. However, in order for employees to purchase additional life insurance and/or to have their spouses and dependents covered, the Board will have to file an amended Resolution for Inclusion under Group Life Insurance. Cushing moved to approve the revised Resolution for Inclusion under Group Life Insurance – Additional Units and Spouse & Dependent Coverage; Queen seconded. All Ayes. Motion Carried.

**Approval of 2014 ADRC-NW Budget:** The final budget reflects a line item for the annual financial audit of \$6,000. After review, Hammer moved to approve the 2014 ADRC-NW Final Budget at \$1,389,734.00; Queen seconded. All Ayes. Motion Carried. This budget anticipates Federal Time Reporting funds capture at 35.26%.

**Revised Mission Statement:** After review, Cushing moved to approve the revised Mission Statement as follows: The Aging & Disability Resource Center of the Northwoods provides information, assistance, advocacy, and connections for older adults, persons with disabilities, their families, and the communities where they live. Our services promote healthy choices, independence, and an enhanced quality of life. Queen seconded. All Ayes. Motion Carried.

**Strategic Plan:** In conjunction with Buck Rhyme, the ADRC-NW Board of Directors, and the ADRC-NW Regional Supervisors and Staff, a Strategic Plan was developed to “engage in ongoing training and education for the staff and Board, to strengthen advocacy and integration efforts, and to develop and expand marketing efforts”. Krug moved to approve the expanded Strategic Plan; Korten Hof seconded. All ayes. Motion Carried.

**Marketing Plan:** Kinziegreen Marketing Group, the ADRC-NW Marketing Consultants, submitted a preliminary Marketing Plan for this meeting. Parkkila and the consultants will meet next week to more fully develop the plan. Then the Program Evaluation Committee will review the proposal and make a recommendation to the full Board of Directors.

**Employee Handbook:** The proposed Employee Handbook was submitted to the Executive/Personnel Committee for review. It is anticipated that this item will be ready for full Board review at the February meeting.

Renewal of Board Member Terms: The Board Member terms of Millan, Korten Hof, and Hammer expired on December 31, 2013. The Executive/Personnel Committee recommended that the terms of Korten Hof and Hammer be renewed for three years. Queen moved to appoint Korten Hof and Hammer to new three-year terms; Platner seconded. All Ayes. Motion Carried. Concerning Millan's term, Forest County will choose their jurisdictional Board Member at their discretion.

**Regional Manager Evaluation:** Teichmiller reported that the Executive/Personnel Committee has completed its annual evaluation of the Regional Manager. All areas showed satisfactory improvement, and most Goals for 2013 were met with only final development of the ADRC-NW Web site and filling the final citizen vacancy on the Board needing finalization. The Goals for 2014 include increasing "Relationships with Outside Resources", and it was felt the new Marketing Plan should provide a basis for improvement in this area.

**Board of Directors Evaluation:** The Board of Directors will do a Board Evaluation similar what was done last year. Board Secretary Bix will handle the details.

**Regional Manager Report:** 1) Parkkila submitted the December 2013 Dashboard report. The numbers are down, but this is due to new reporting criteria the staff is using to enter contacts into the SAMS-IR database. 2) Paul Spencer, the Oneida County Social Services Director has officially retired. ADRC-NW Fiscal Agent Mary Rideout has been designated interim Director and does not expect this transition to have an impact on the fiscal agent role. 3) One qualified applicant has been selected for interview for the Disability Benefit Specialist position in Medford. The interview team will consist of Parkkila, Bix, Krug, and DBS Meeder. 4) Taylor County has hired a new Commission on Aging Director. He will start on February 24. 5) Relocation of nursing home residents at the recently closed nursing home in Rhinelander is proceeding well. Over sixty residents were involved, and the ADRC-NW staff is coordinating with residents and their families to provide any needed information, assistance, or options counseling. 6) Parkkila continues to talk with the Sokaogon Chippewa and Lac du Flambeau Tribes to secure representation for them on the ADRC-NW Board of Directors. 7) Work is being done in Taylor County to better serve disabled adults in the area of social and learning issues. This may turn into a pilot project. 8) Four policies remain to be approved by the Office of Resource Center Development (ORCD). Two have been submitted. The remaining ones will be submitted shortly. This will be on the February Board agenda. 9) Janet Smith of the Office of Resource Center Development will be retiring shortly.

Schuelke, Regional Quality Control Specialist for the State of Wisconsin, then addressed the Board. She stated that the ADRC-NW staff has done exceptionally well with time reporting and is doing an exceptional job with functional screens. The ADRC of the Northwoods is considered one of the best functional screening agencies in the state. The activities involved in relocating displaced residents due to the recent nursing home

closure demonstrate very good cooperation with other agencies. ADRCs on the whole need more exposure statewide because the public really doesn't know what ADRCs are and where they are located. The state marketing program will be starting soon and should address this problem. A new initiative for 2014 will be the introduction of care transition and dementia care specialists. Both Schuelke and Parkkila agreed that something must be done about the ADRC-NW telephone system. Frontier is not providing even minimum upload and download speeds. Customer service is poor. Any storm activity causes problems with the system, and these issues are not dealt with by Frontier in a timely manner. Schuelke recommended that the ADRC-NW move to a new carrier as soon as possible. Schuelke also stated that ORCD will not approve carryover funding requests for 2014 until all policies are completed. Both Parkkila and Schuelke agreed that communication between them is greatly improved.

**Future Agenda Items:** Employee Handbook, Carryover Funding Requests, Group Health Underwriting Update, Marketing Plan, Board of Directors Evaluation, ADRC-NW Policies

**Confirm Next Meeting Date & Time:** The next meeting of the Aging & Disability Resource Center of the Northwoods will be Friday, February 21, 2014 at 1:00 P.M. It will be held in Rhinelander. The Board Meeting will be preceded by an Executive/Personnel Committee meeting at 11:00 A.M. and a Finance Committee meeting at 12:00 Noon.

**Adjournment:** With no further business, Hammer moved to adjourn; Queen seconded. All Ayes. The meeting was adjourned at 2:29 P.M.

**Handouts:** Minutes of the December 19, 2013 Aging & Disability Resource Center Board of Directors meeting; Resolution for Inclusion Under Group Life Insurance – Additional Units and Souse & Dependent Coverage; Final 2014 ADRC-NW Budget; revised Mission Statement; revised Strategic Plan; preliminary Marketing Plan; December 2013 Dashboard Report; November 2013 Transactions; November 2013 Revenue/Expense Report; 2012/2013 ADRC Federal & State GPR Revenue Comparison; November 2013 Time Report; Personnel Policies & Procedures Handbook.